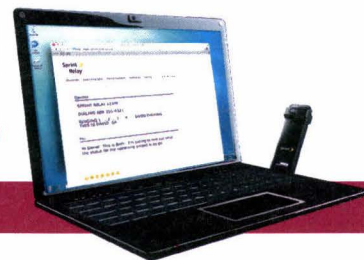


# Connect Beyond Boundaries

## Internet Relay



[www.sprintip.com](http://www.sprintip.com)

**Sprint IP Relay** is a free service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Per FCC regulations, international calls are not allowed. International calls will either be blocked or terminated.

### IMPORTANT:

Users are required to register a 10-digit phone number at [mysprintrelay.com](http://mysprintrelay.com). Without the 10-digit number, you will not be able to make or receive Internet Relay calls.

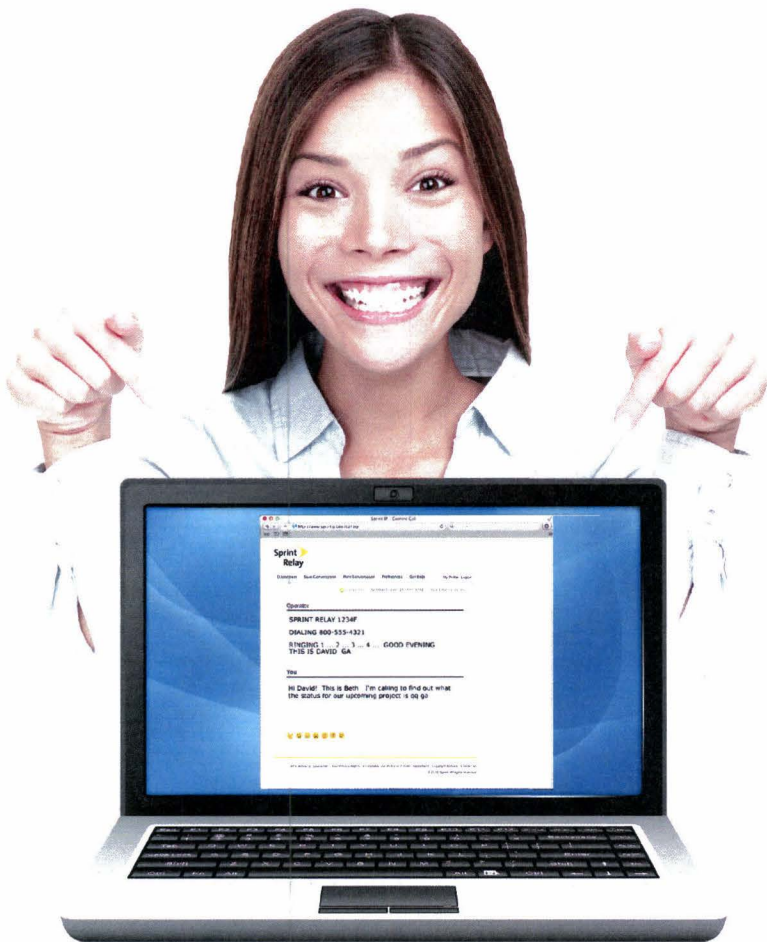
Registration is not required when making emergency 911 calls.

### How to Make an Internet Relay Call:

1. Connect at: **www.sprintip.com**
  2. Type in the phone number you wish to call.
  3. Click on the yellow "Call Now" button.
- Call Now**
4. The relay operator will dial the number.
  5. The relay operator will relay the conversation to and from your computer/laptop.
  6. Type "GA" at the end of each message.
  7. When you finish the conversation, type "SK".
  8. Click on the gray "Disconnect" button on the upper left of the screen.

Disconnect

9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.







# Anytime, Anywhere, Anyhow

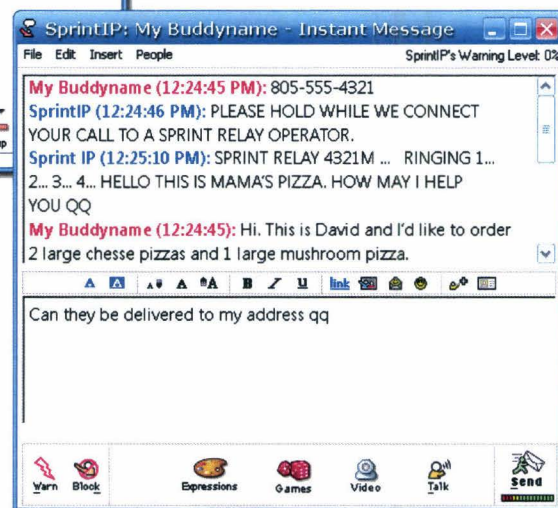
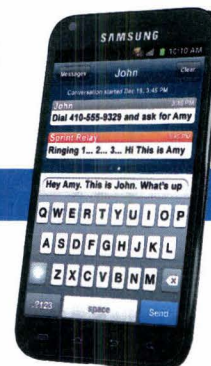
## Instant Message Relay

You can place and receive Instant Message Relay calls from your wireless device (i.e.; BlackBerry or smartphone) or any computer (Windows-based or Mac) using AOL Instant Messenger® (AIM), or Google Talk® (GTalk).

Back and forth communication takes place in a snap and you have only your fingertips to slow you down.

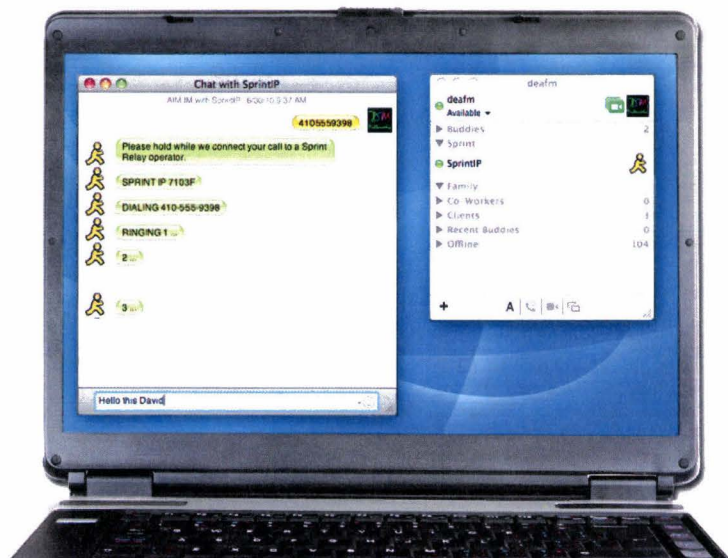
### IMPORTANT:

Users are required to register a 10-digit phone number at [mysprintrelay.com](http://mysprintrelay.com). Without the 10-digit number, you will not be able to make or receive Instant Message Relay calls.



### How Does IM Relay Work:

- Add to your Contact List:
  - AIM: **SprintIP**
  - GTalk: **SprintIPRelay**
- Type **Espanol** to connect with a Spanish-language relay operator.
- Type **Help** to connect with Sprint Relay Customer Service.
- Type **M** for Menu.





## TTY Payphone

The Federal Communications Commission (FCC) issued an order of access to relay services through public payphones.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Relay Nevada to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

7•1•1

800•326•6868

## Answering Machine Retrieval

The TTY user can request the relay operator to **retrieve voice messages** from the answering machine.

Relay Nevada **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
2. Place the phone handset back on the TTY and type "GA."
3. Relay operator will type your messages.

7•1•1

800•326•6868

## 900 Services

Relay Nevada provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

### NOTE:

**The caller is responsible for direct billing.**

### How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Relay Nevada.
2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing procedures will begin.

900•230•2300

### NOTE:

Billing procedures may apply differently depending upon the pay-per-call service called.

For further assistance with 900 calls, call Relay Nevada 24-hour Customer Service at 800-676-3777 (TTY/Voice)

## Directory Assistance

Relay Nevada will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator will contact

the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Relay Nevada or dial directly from TTY to TTY.

## International Calls

Relay Nevada allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish).

Callers from a country outside the United States may also access Sprint Relay via 605-224-1837.

605•224•1837

Computer users can access Relay Nevada directly. **ASCII Split Screen** is designed to allow high-speed ASCII computer users and relay operators to type their conversations which can be viewed on split windows. ASCII users and voice users can interrupt the relay operator if needed.

**If your computer has 1200 Baud or up, use these settings:**

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

**If your computer has 300 Baud or below, use these setting:**

- 8 Bits
- No Parity
- 1 Stop Bit
- Half Duplex

7•1•1

800•326•6868



## Equipment Distribution Program

**Equipment Distribution Program (EDP)** is a program that enables to provide free equipments for Nevada residents with qualifying hearing, speech, blind/low-vision with hearing loss or dual sensory disabilities. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment through the EDP.

The program is offered as an outreach service of the Deaf & Hard of Hearing Advocacy Resource Center (DHHARC).



### What Type of Equipment is Available?

The program provides a range of assistive telephone equipment, including:

- amplified telephones
- TTYs
- captioned telephones
- alerting devices

### Who Qualifies for the Program?

Nevada residents who have phone service in their home and a certified disability that causes difficulty using a standard telephone are qualified. A professional must certify that the individual can benefit from special telephone equipment.

**For more information:**

[www.relaynevada.com/edp](http://www.relaynevada.com/edp)

**An application is available online at:**

[www.relaynevada.com/forms](http://www.relaynevada.com/forms)



### Relay Nevada

### www.nevadarelay.com

Voice Caller	7-1-1 or 800-326-6888
TTY Caller	7-1-1 or 800-236-6868
Voice Carry-Over	7-1-1 or 800-326-4013
Hearing Carry-Over	7-1-1 or 800-236-6868
Speech-to-Speech	7-1-1 or 888-326-5658
Spanish Relay	7-1-1 or 800-877-1219
TeleBraille	7-1-1 or 800-236-6868